

Republic Of Ireland Quality Of Postal Service Monitor - 2010 Report

Items Posted On Or Between 1st January & 30th June 2010

- Ipsos MRBI has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with the European and Irish Standard, I.S. EN 13850: 2002, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail' in parallel with the Guide for the implementation of EN 13850, TR 14709. For monitoring purposes, the universe of post is defined as all single piece priority mail and first class mail posted and delivered in the Republic of Ireland. Monitoring is conducted via a nationwide panel of homes and business premises posting and receiving mail on a continuous basis.
- Reports are issued on a year-to-date and quarterly basis.
- This report presents the year to date findings for items posted on or between 1st January and 30th June 2010.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- To comply with EN 13850 ComReg has approved the appointment of Dr. Myra O'Regan, Department of Statistics, Trinity College, Dublin for the duration of the current contract to conduct an annual year-end audit certification of the monitor carried out by Ipsos MRBI, on its behalf.

Next Day Delivery – 2010 Year To Date Performance (Quarter 1 & 2 2010)

- For the period 1st January to 30th June, the year to date performance for Next Day Delivery of single piece priority mail stands at 85%. This is one percentage point ahead of the annual performance in 2009. Since the first measurement in 2003, the gap between the year to date performance and the ComReg target for Next Day Delivery, which is set at 94%, has narrowed significantly, however, it is still nine percentage points below the target.
- The year to date performance of mail posted from Dublin to Dublin at 84% remains on a par with the 2009 annual result .

Delivery Within Three Days – 2010 Year To Date Performance (Quarter 1 & 2 2010)

- 98.7% of single piece priority mail was delivered within three working days of posting between 1st January to 30th June 2010, against a ComReg target of 99.5%.

Next Day Delivery – Q2 2010 Compared With Q1 2010

- A lift of three percentage points for Next Day Delivery of single piece priority mail is observed when we compare the period 1st April to 30th June 2010 with 1st January to 31st March 2010, (87% vs. 84%).

- The mail flow that saw the largest improvement from Q1 2010 to Q2 2010 was Outside Dublin to Dublin (from 79% in Q1 2010 to 84% in Q2 2010). However this remains the weakest performing mail flow.

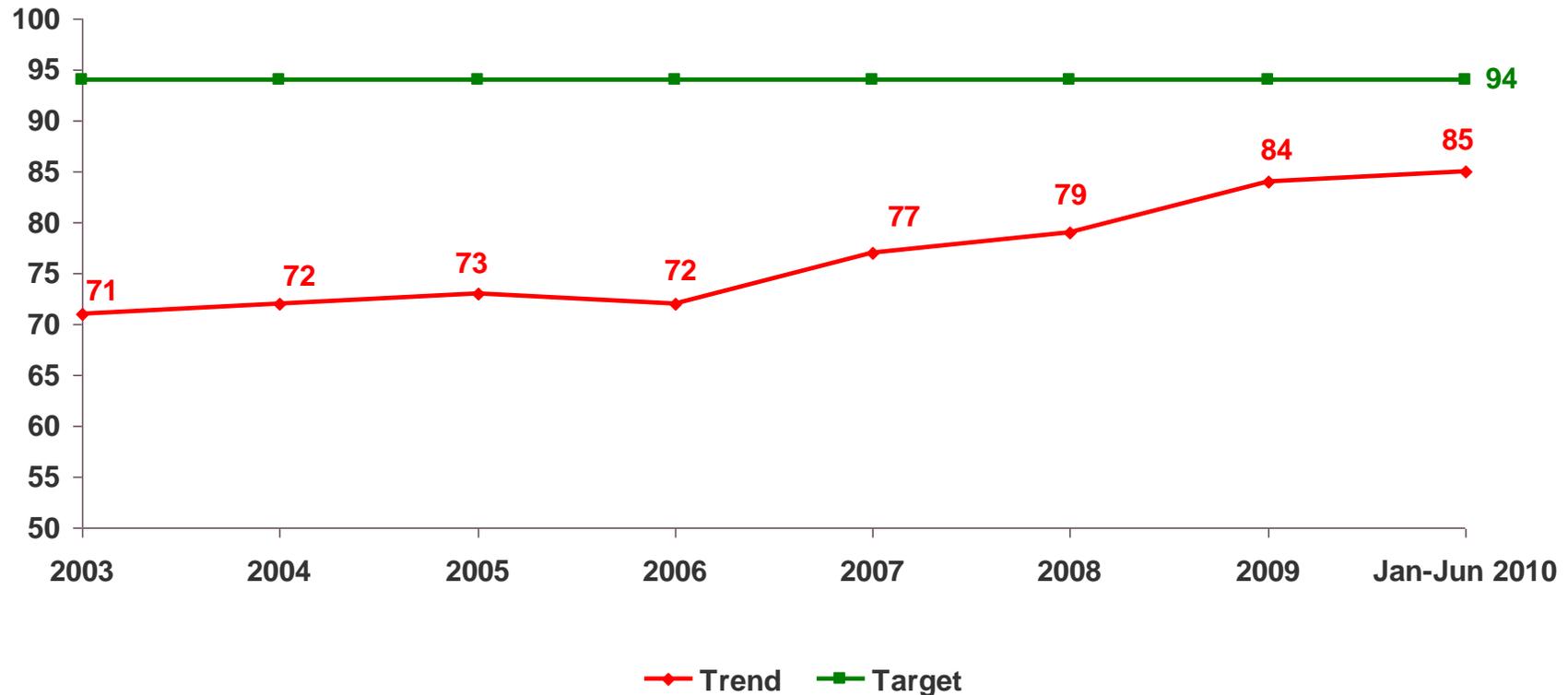
Next Day Delivery – Q2 2010 Compared With Q2 2009

- An increase of two percentage points for Next Day Delivery for single piece priority mail is observed in Q2 2010 compared with the same period in 2009.
- Again comparing this quarter's results with the same quarter in 2009, the following shifts are observed for Next Day Delivery in Q2 2010 across the different variables;
 - The induction method of Post Office increased by four percentage points to 87% and Post Box increased from 84% to 86%. Induction From Business has remained steady at 88%.
 - Performance of Franked mail has increased from 83% to 86%, while Stamped mail performance has improved by two percentage points to 87%.
 - Performance of Large Envelopes and Packets have both fallen by one percentage point to 83% and to 84% respectively. Standard Letters has improved by three percentage points to 88%.

Findings

– Full Year Comparison Vs. YTD

National Next Day Delivery (D+1) Full Year – 2003 to 2010 YTD



Next Day Delivery Nationally (D+1)

Items Posted On Or Between 1st Jan & 30th Jun, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	85% (+/-1.2%)	85% (+/-1.9%)	83% (+/-2.3%)
	From Dublin county	85% (+/-2.1%)	84% (+/-3.1%)	84% (+/-3.1%)
	From outside Dublin County	86% (+/-1.5%)	86% (+/-2.2%)	82% (+/-3.3%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 14,937
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

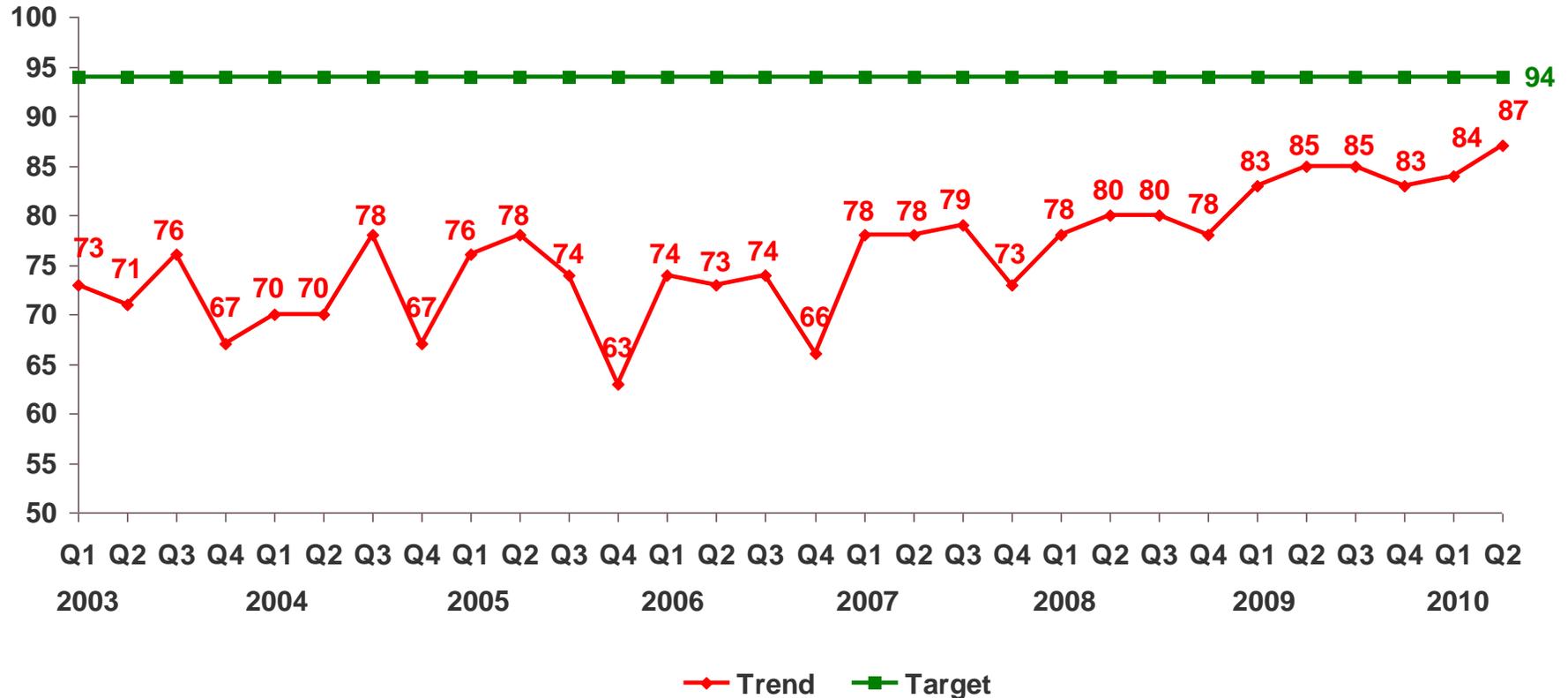
Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jan & 30th Jun, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	99% (+/-0.3%)	99% (+/-0.5%)	98% (+/-0.6%)
	From Dublin County	98% (+/-0.6%)	98% (+/-0.9%)	98% (+/-0.9%)
	From outside Dublin County	99% (+/-0.3%)	99% (+/-0.4%)	98% (+/-0.9%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 14,937
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Findings - Quarterly

National Next Day Delivery (D+1) January 2003 to June 2010 By Quarter



Quality Of Postal Service Targets With Quarterly & Full Year An Post Performance for RoI

	TARGET	ACHIEVED Q2 2010	ACHIEVED JAN-JUN 2010
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	87%	85%
From Dublin County to Anywhere	94%	86%	85%
From outside Dublin County to Anywhere	94%	87%	86%
Next Day Delivery (D+3)			
From Anywhere to Anywhere	99.5%	98.9%	98.7%

Next Day Delivery (D+1)

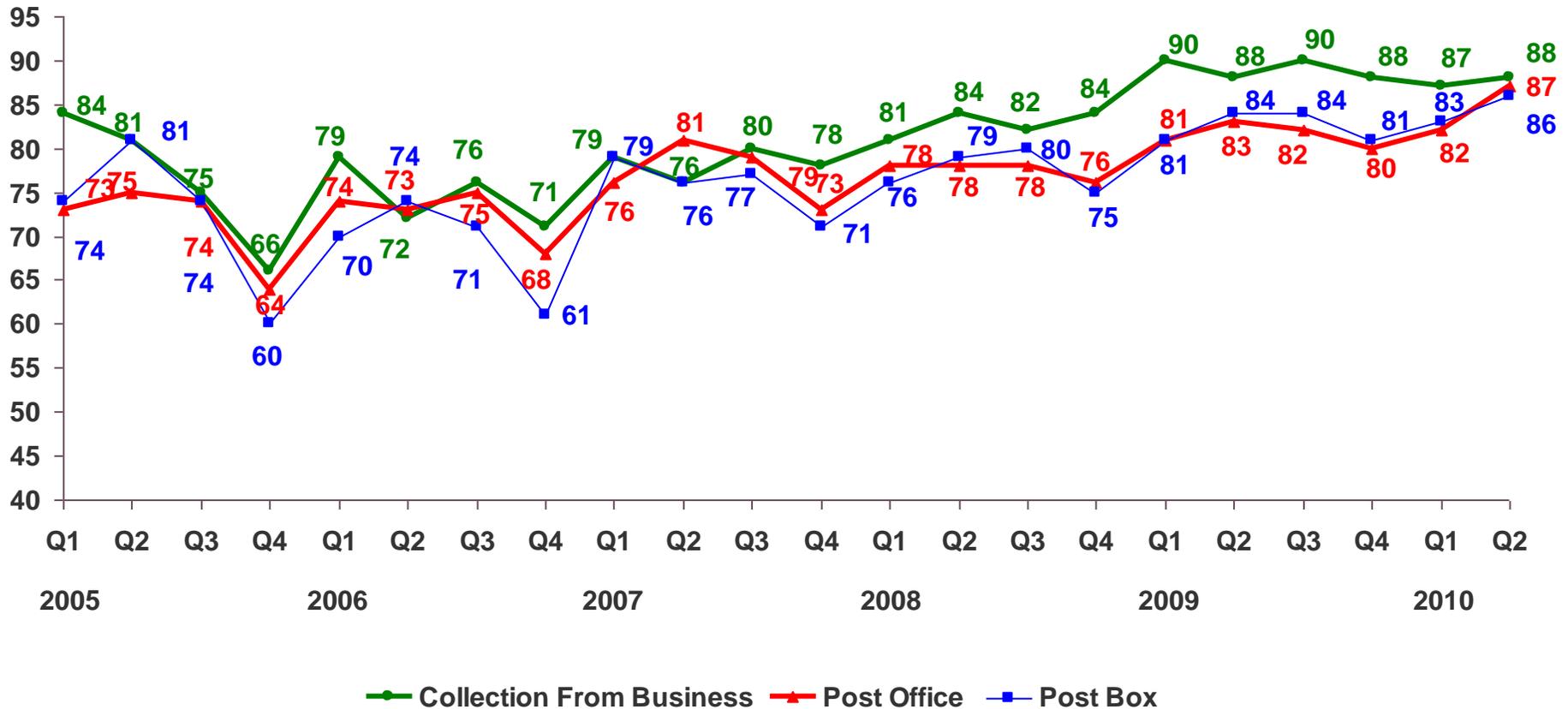
Items Posted On Or Between 1st Apr to 30th Jun, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	87% (+/-1.8%)	87% (+/-2.7%)	85% (+/-3.4%)
	From Dublin County	86% (+/-3.0%)	86% (+/-4.6%)	86% (+/-4.6%)
	From outside Dublin County	87% (+/-2.1%)	88% (+/-3.2%)	84% (+/-4.7%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,354
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Next Day Delivery (D+1)

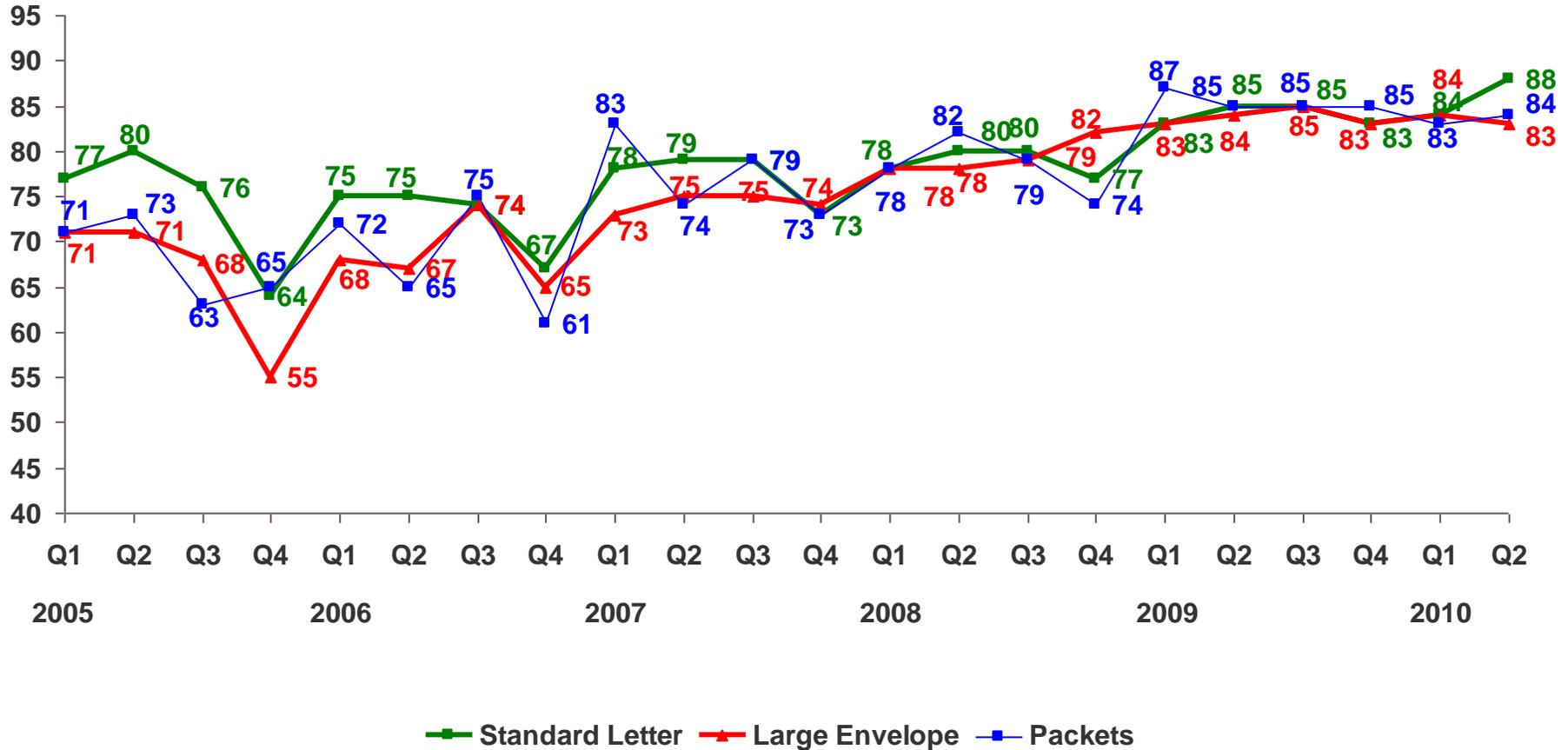
By Induction Method* - Jan 2005 to Jun 2010 By Qtr



* Metered Box items not reported due to small base sizes

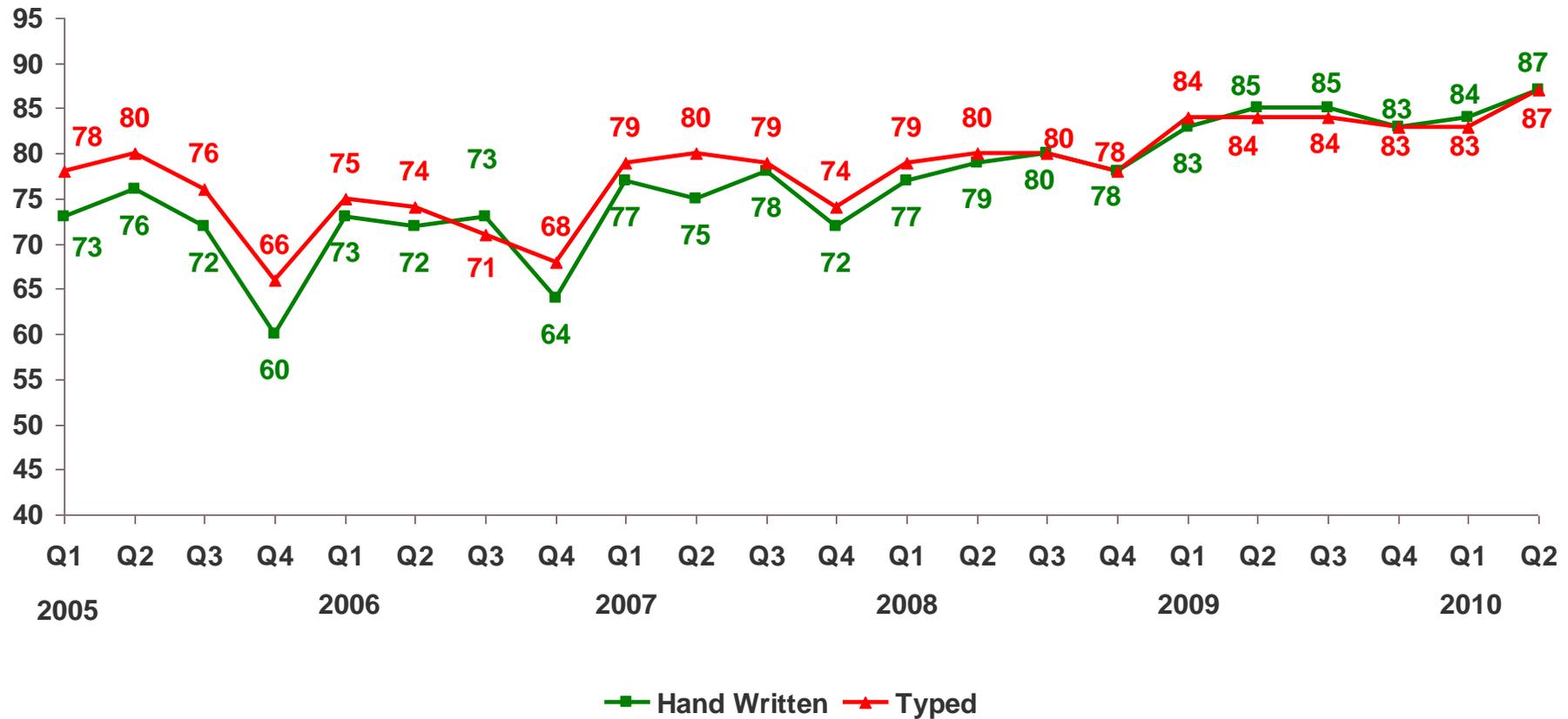
Next Day Delivery (D+1)

By Mail Format* - Jan 2005 to Jun 2010 By Qtr

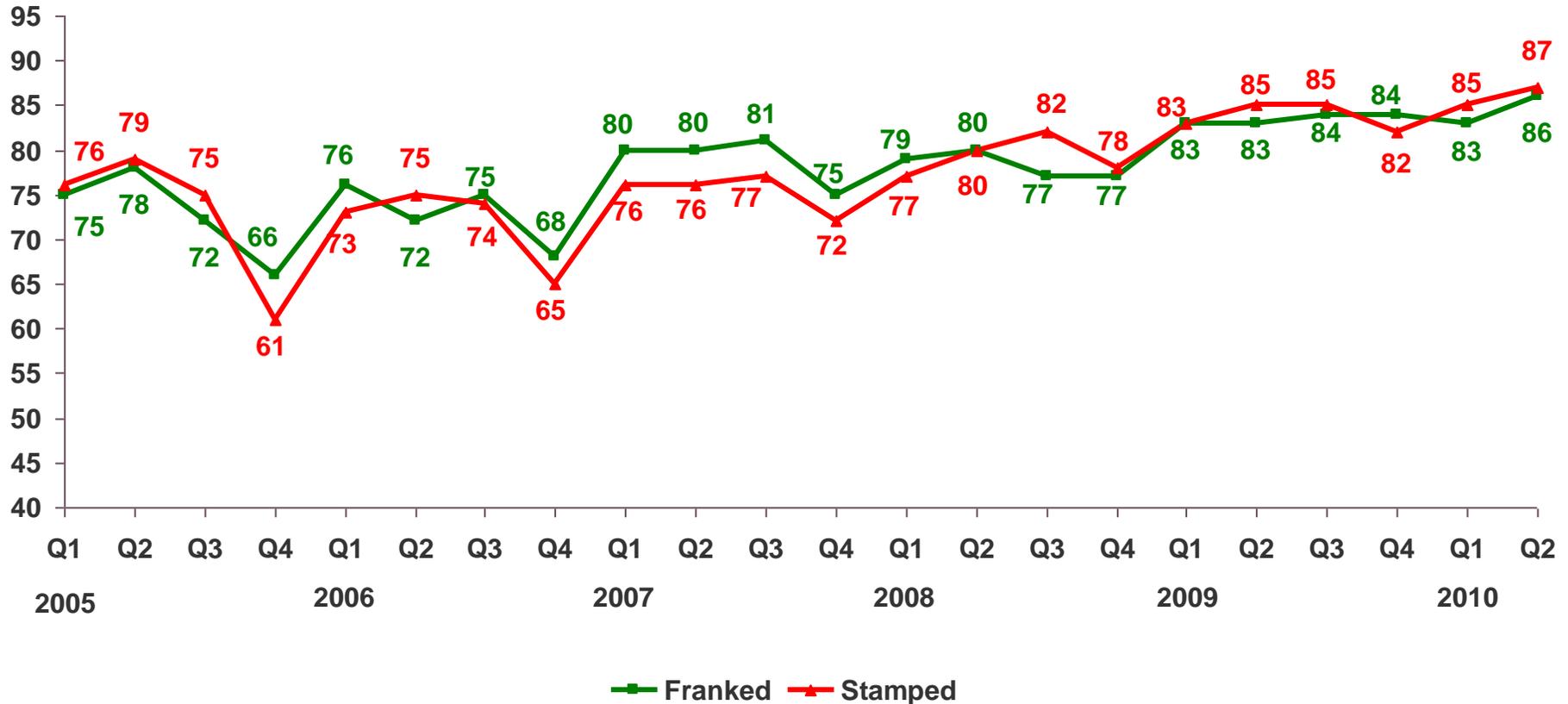


Next Day Delivery (D+1)

By Address Method - Jan 2005 to Jun 2010 By Qtr



Next Day Delivery (D+1) By Payment Type - Jan 2005 to Jun 2010 By Qtr



Delivery Within Three Days (D+3) Items Posted On Or Between 1st Apr & 30th Jun, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	99% (+/-0.4%)	99% (+/-0.7%)	98% (+/-1.0%)
	From Dublin County	98% (+/-0.9%)	98% (+/-1.4%)	98% (+/-1.4%)
	From outside Dublin County	99% (+/-0.3%)	99% (+/-0.5%)	99% (+/-0.9%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,354
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Methodology & Project Team

- The method of monitoring is in full accordance with European and Irish Standard, I.S. EN 13850: 2002, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'.

Calculation Of Transit Time

- From the 1st September 2005 onwards mail posted on Saturday and Sunday are treated as mail posted on Monday. This change reflects the fact that there is no longer a weekend collection service. The Last Time of Posting (LTOP) for next-day delivery is clearly displayed on pillar-boxes and states 'No weekend or public holiday collections or deliveries'. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day will be treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.

Sample Design

- The sample design corresponds with the most accurate and up-to-date estimates of real mail flow and discriminant characteristics provided by An Post. The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Method of posting
 - Method of addressing
 - Envelope colour
 - Envelope size
 - Method of payment
 - Day of week of posting

- Regional mail flows are quota controlled with weighting used to restore proportionality.

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution. All addresses are verified with panellists for accuracy and completeness.

Calculation Of Results

- Accuracy of the transit time is assessed by calculating the variance of the estimator and the design factor, taking into account:
 - number of points of induction and receiving
 - correlation of test items

- Damian Loscher – Managing Director
- Louise Soye – Account Director
- Tara Sheane – Panel Manager
- Silke Heinzl – Research Consultant



Republic Of Ireland Quality Of Postal Service Monitor - 2010 Report

Items Posted On Or Between 1st January & 30th June 2010